

AGENCY SUPPORT SPECIALIST

A day in the life

Ever wonder what it’s actually like to be an Agency Support Specialist at Steadily? Here’s the real scoop directly from the people who do it every day.

Agency Support is fast and super rewarding, You’re the go-to partner for independent agents, helping them solve policy updates, unravel underwriting questions, and keep their business moving. No two days look the same, which keeps the energy high and the work fresh.

The role at a glance

- ✓ In office in Overland Park, KS (Kansas City metro)
- ✓ \$70K base
- ✓ 3 weeks PTO, 6 paid holidays, full medical and dental, 401(k), and equity

What you would actually do

The core of the job is easy to describe and takes real skill to do well. Here is where your time goes.

- ✓

Answer calls and emails

You field a high volume of calls, chats, and emails from independent agencies, touching 100+ cases per week and answering 50–60 inbound inquiries per day.
- ✓

Service policies

You assist independent agents with quoting, billing questions, document requests, and policy changes, keeping every detail accurate as it moves.
- ✓

Assist with Steadily's carrier portal

You assist agents as they navigate policy transactions and underwriting updates in our carrier platform, ensuring records stay clean and reliable in Salesforce.
- ✓

Keep the details straight

You own the admin work that keeps policies correct and agency partners supported; you manage task reminders, follow-ups, and open caseload outreach.

A day in the life

No two days are exactly the same, and that is what makes the role rewarding. Here is roughly how a day goes.

- **START THE DAY**

Grab your coffee before your scheduled shift start, do a quick review of email responses in assigned cases that came in overnight, and get organized before things pick up.
- **PLAN IT OUT**

Look over what you scheduled for yourself: follow-ups, emails, pending casework, policy research, and calls to return. You have a plan for the day, and the day often has a different plan for you.
- **PHONES START RINGING**

Once you've clocked in and set your status to "Available," inbound calls, chats, and emails start coming in. Expect 50–60 total interactions per day; interactions usually move quickly, but some agents need additional time to resolve complex risk or policy questions. We'll stay on the line as long as they need.
- **ALL KINDS OF PEOPLE**

You talk to independent insurance agents across the country. No two conversations or agency workflows are the same.
- **BE READY TO PIVOT**

One minute you are working your task list, the next an agent calls needing help clarifying an underwriting guideline, resolving a risk flag, or expediting a policy update. The job is balancing what you planned with stepping in to solve an agent's urgent issue.
- **MANAGE IT LIKE A PRO**

You are always deciding what needs attention now and what can wait. On a normal day, you manage your active caseload and keep scheduled follow-ups moving seamlessly.
- **PROBLEM SOLVING**

Most days you're digging into policy details, clarifying guidelines, and tracking down answers in Steadily's internal knowledge base; you'll often team up with peers or Underwriting on trickier cases.
- **CELEBRATE THE WINS**

The best part is knowing you helped. Whether you answered a tough underwriting question, helped an independent agent bind coverage on time, or gave an agency partner peace of mind, your work lands.



What our team says

The people doing the job, in their own words.

“

White-glove service for our independent agent partners is an exciting mix of complex problem-solving and technical support. There is always new knowledge to gain and processes to refine. It's deeply rewarding to know you directly created a positive client experience by helping an agent resolve a complex issue.

”

Caleb
Agency Support Team Lead

“

Working in Agency Support means teaming up with top-tier agents every day, which keeps you constantly learning. Steadily truly values our team's role in refining our product and elevating the agent experience. Keeping that momentum going with such a supportive team and leadership is easily my favorite part of the job.

”

Grace
Agency Support Specialist

“

Agency Support has pushed my problem-solving skills to the next level and given me real confidence in my work. Every situation is different, so learning how to evaluate an issue and own the solution is incredibly empowering. What made the biggest difference, though, is the culture. Everyone here genuinely roots for your success.

”

Cierra
Agency Support Specialist

“

Working directly with agents nationwide is super rewarding because it's a two-way street: we educate them on our products, and they teach us about their markets. Since we're the first to roll out new product changes, we get to provide real-time feedback and directly shape how Steadily grows.

”

Ben
Agency Support Specialist

Why people stay

Steadily's culture is candid and high performing. We share the numbers, we explain the why behind decisions, and we call it like we see it. Here is what people tell us keeps them around.

- ✓

Stellar colleagues

As our culture deck puts it, "a great workplace is stellar colleagues." Steadily runs like a pro sports team, so you are surrounded by people you can depend on, respect, and learn from.
- ✓

Paid top of market

Steadily pays at the top of market and revisits it every year. We're the highest paying Client Experience position in Kansas City because we believe in investing in our front line staff.
- ✓

Freedom and responsibility

Insurance has a lot of rules, but Steadily still fights the busywork that slows teams down. Standardized processes exist to prevent costly mistakes, not to create them. We hire people who have great judgment and can thrive under ambiguity.
- ✓

Room to grow

You grow by working alongside strong people on real challenges. We have former CX team members who have transferred into various roles across Underwriting, Sales, Territory Management, and Recruiting.

If this sounds like your kind of day, we would love to keep talking.